

Fit it & Forget it

Water Heater

HSE-SBS-015 / HSE-SBS-025



Why people prefer an A. O. Smith water heater...



ADVANCED TECHNOLOGY

Blue Diamond® glass lined tank. Maximum protection against hard water and corrosion.



SUPERIOR QUALITY

Get the best quality that ensures you have a water heater that works in Indian water conditions.



EXCELLENT SERVICE

Guaranteed* A. O. Smith Service within 12 hours. Call: 1.800.103.2468



MORE FEATURES & USER CONTROLS

Wired remote control, temperature settings, power ON/OFF, energy meter.



ENERGY SAVING

BEE 5 star rating. One of the most energy efficient water heater you can buy.



MADE BETTER

Made in India's most modern and advanced water heater factory.

AO Smith®

Innovation has a name.

User Guide

* Conditions Apply



Congratulations!

And welcome to the A. O. Smith family.

We would like to thank you for the trust you have shown in choosing an A. O. Smith water heater. You can be sure it will live up to your expectations. Thousands of delighted users the world over trust A. O. Smith water heaters for their families. This user guide will introduce you to your water heater. Follow the instructions carefully and look forward to enjoying long years of trouble-free service.

A. O. Smith is a company known for its innovative technologies and energy-efficient solutions. Ours are the only water heaters with the Blue Diamond® Glass lining for the inner container of the water heater. This cutting edge technology prevents sediment and scaling, fights corrosion and extends the life of your water heater. We also offer you an exciting range of colour options for the front panel of your water heater. Choose the one that matches your bathroom décor best.

Our customer-centric approach manifests itself in many other ways too. A. O. Smith is the first water heater company which gives you a dedicated Toll Free Customer Care Number. If you need any information or assistance with your water heater, just call us from any phone, anywhere in the country to our Toll Free Customer Care No. **1.800.103.2468**.

Or

Factory Address:

A. O. Smith India Water Heating Private Limited
Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District - 562 112, Karnataka, India.

About A. O. Smith

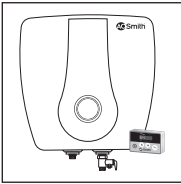
A. O. Smith India Water Heating Private Limited was established in 2006. Since this time, the A. O. Smith team has conducted numerous focus group studies and spent an endless number of research hours determining what India wanted in a water heater. Backed by 75 years of proven technological advances, A. O. Smith India has created a stylish design with features demanded by the Indian consumer.

The A. O. Smith plant with manufacturing facilities spread over 76,000 sq.ft. is located on 20 acres, just outside Bengaluru, in the KIADB Industrial Area, Harohalli. The India operations is the 16th A. O. Smith manufacturing facility worldwide. A. O. Smith's India plant has extensive engineering and technical resources and has the latest technologies incorporated. A. O. Smith is the first and only manufacturer to invest in and produce glass lined water heaters in India.

Today, A. O. Smith Water Products Company is one of the largest water heater manufacturer in the world, is a global leader in innovative technology and energy efficient solutions.

What's in the box?

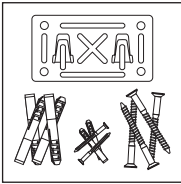
Electric Water Heater
with Wired Remote



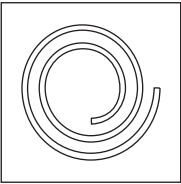
User Guide



Mounting
Accessories



Drain Pipe



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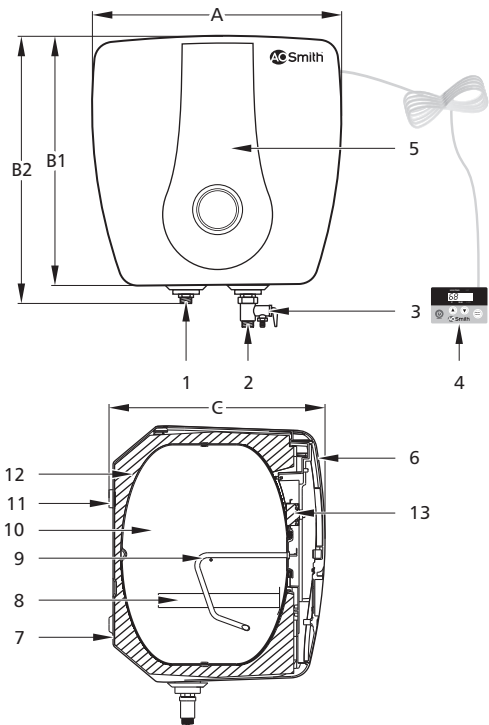
Specifications

Model		HSE-SBS-015	HSE-SBS-025
Volume [L]		15	25
Power [W]		2000	2000
Voltage/Frequency [V/Hz]		~230/50	~230/50
Actual Stdg. Loss [kWh/24h/45°C diff.]		0.560	0.690
Max. Stdg. Loss [kWh/24h/45°C diff.] [as per IS 2082:1993 amended in 2002]		1.138	1.386
Reheating Time for 35°C rise [in min]		25	41
Temperature range [°C]		25-75	25-75
Rated water pressure	N/cm ²	80	80
	Water head (metres)	80	80
Inlet/Outlet connections [Inch]		½	½

Dimensions

Model	HSE-SBS-015	HSE-SBS-025
A [mm]	373	444
B1 [mm]	373	444
B2 [mm]	405	483
C [mm]	337	371

Part Descriptors	
1	Outlet
2	Inlet
3	Safety Valve*
4	Wired Remote
5	Decorative Front Panel
6	Front Jacket
7	Back Jacket
8	Anode
9	Heating Element
10	Tank
11	Installation Bracket
12	PU Insulation
13	Thermal Cutout



Caution: *Safety valve has been factory fit with the water heater and set at 0.8 MPa (8 Bar) rated pressure.

Warning: Do not tamper or detach the safety valve from the water heater.

Key Features

Glass Coated Element



Scale and sediment build-up on the surface of the element can lead to premature failure. A. O. Smith Glass Coating helps to prevent scale formation and extends the life of the heating element.

Blue Diamond® Glass Lining



Blue Diamond® technology increases the life of the inner tank. The lining is stronger and more corrosion resistant than any other in the industry.

Wired Remote Controller



Displays the temperature and the total energy consumed by the water heater. Temperature can be precisely set between 25°C to 75°C. It is easy to operate the water heater with wired remote controller even if it is placed in an enclosed area by connecting with an approximately 8 feet wire.

Anode Rod



The tank has an anode rod system with a stainless steel core that is designed to protect the tank from corrosive elements. The system uses a special cathodic action to fight the corrosive elements and thus prolongs the life of the water heater.

Safety Valve



The safety valve is designed to automatically relieve and discharge water in case the pressure or temperature overshoots the preset limits.

Thermal Cutout



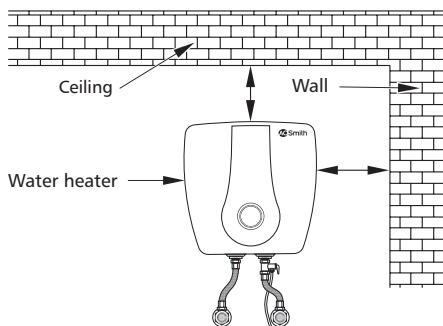
In case a fault occurs and the water temperature exceeds the highest preset temperature, the breaker rapidly cuts off the live line and the neutral line simultaneously to assure safety.

Note: A. O. Smith reserves the right to amend or modify the specifications and features at any time, as and when required without any prior notification.

Installation

Mounting

Fig. 1 Position for installation



1. Make sure that the wall can withstand at least twice the weight of the water heater when completely filled with water.
2. Before locating the position for installation of the water heater, make sure that there is sufficient clearance between the ceiling and the side wall. (Fig. 1)
3. Use a drill bit with diameter of 10mm to drill 4 holes at least 90mm deep in the wall (Fig. 3). The four holes should be aligned horizontally and vertically. The horizontal distance between the 2 holes should be 120mm and the vertical distance should be 57mm. (Fig. 2)
4. Insert the expansion anchors into the holes. Place the wall mounting bracket over the expansion anchors and tighten the screws on the bracket. (Fig. 3)
5. Place the water heater on wall mounting bracket (Fig. 4) using hanger hooks. Tug downwards on the heater to ensure that the water heater is fixed steadily.

Fig. 2 Wall mounting bracket

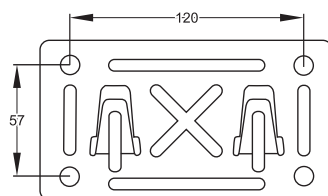


Fig. 3 Installation of wall mounting bracket

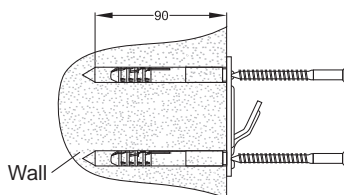
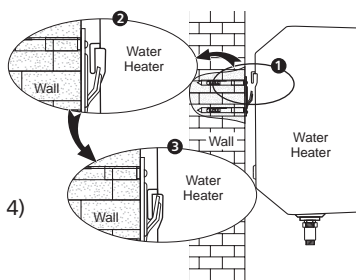


Fig. 4 Inserting the water heater into mounting bracket



Plumbing

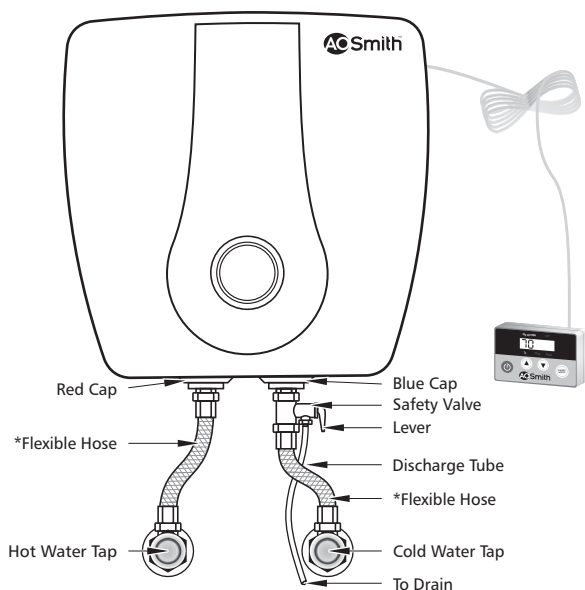
1. Make necessary plumbing with reference to the installation diagram. (Fig. 5)
2. A. O. Smith recommends nylon braided hoses having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
3. Connect the cold water pipe to the inlet [Blue Cap].
4. Connect the hot water pipe to the outlet [Red Cap].
5. Attach the discharge tube to safety valve as shown in installation diagram. (Fig. 5)

Attention: Make sure a suitable sealing tape is used for all connections to prevent leakage.

Water Filling

1. Open a hot water faucet nearby to permit the air to escape.
2. Open the cold water inlet valve fully, filling the heater and the piping.
3. Close the hot water faucet when water flows.
4. Check all the connections to see if there is any leakage. In case of a leakage, drain the heater completely, repair the leaking joint and then refill the heater.

Fig. 5 Installation diagram



*Flexible Hoses to be procured by the customer, not part of standard product.

Electrical Connections

The power cord and plug are connected with this water heater. Find a separate socket for power plug and make sure the socket is in firm contact with the plug. Ensure that reliable earthing has been done.

Caution:

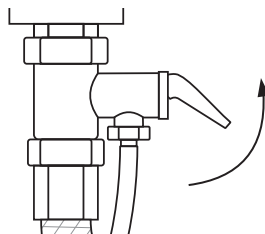
- Connect the water heater using independent sockets, do not use adapters. Use multimeter to check whether the live line and neutral line are not reverse, to ensure complete safety.
- Before installing the water heater, confirm that the power of water heater matches electric meter capacity and supply wire.
- The water heater should be earthed reliably. It is prohibited to connect the earth wire to neutral wire or tap water pipe.

Draining

For draining water from the water heater, following steps needs to be followed:

1. Switch off the electric supply to the water heater.
2. Open the hot water taps until the water is not hot any more.
3. Close cold water supply.
4. Drain the water by moving the lever of safety valve in the direction of the arrow as indicated in the diagram. (Fig. 6)

Fig. 6 Safety valve



Caution: Before using the water heater, make sure that it should be completely filled with water.

Please turn off the power supply to the water heater prior to draining the water heater.

Warning: This water heater should not be operated with insufficient amount of water. Failure to do so may result in damage to the water heater & injuries to the users. This will also make the warranty null & void.

Installation of wired remote controller

For convenience of operation, please install the wired remote controller on the wall near the water heater. The length of the wire for wired remote controller is approximately 8 feet.

1. The wired remote controller must be installed at a place where it does not get in direct contact with water.
2. Drill two holes on the wall by using an electric impact drill with 5mm bit.
3. The holes must be aligned vertically (Fig. 7). Space between two holes should be 24mm (Fig. 8).
4. Fix the bracket on the wall by expansion tubes and screws attached.

Fig. 7 Installation of Bracket for wired remote controller

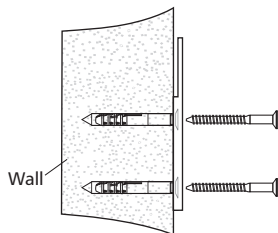
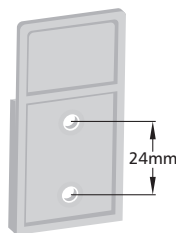


Fig. 8 Bracket for wired remote controller



Caution: Once the mounting, plumbing, discharge tube, power connection wired remote control box and water filling is completed, then only the power supply should be given.

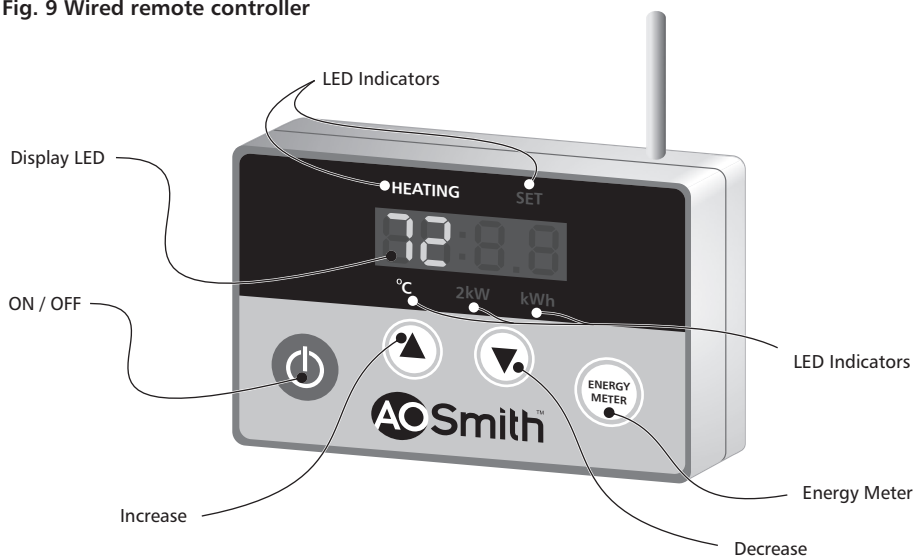
Directions for use

Caution: Before using the water heater, make sure the inner tank is completely filled with water and the power plug has been connected properly.

It is recommended that the wired remote control box should be installed on the remote bracket (Fig. 8). Ensure that the wired remote control box does not get in direct contact with water. Do not use wet hands while operating the remote.

Warning: The wired remote controller works with the power of water heater (No separate power connection or battery required). Do not open the wired remote controller.

Fig. 9 Wired remote controller



1. Initial power

When the water heater power supply plug is connected, it is in initial power on state, i.e. the heater is ready for heating the water. The wired remote controller will perform the diagnosis function and all indicators will glow and goes off as shown in Fig. 10.

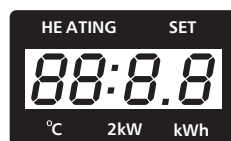


Fig. 10

2. Power ON/OFF

To start heating the water, press ON/OFF key "⏻" on wired remote controller. While heating, the display shows actual temperature of water inside the tank and the indicator glows as shown in Fig. 11.

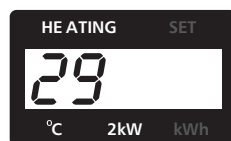


Fig. 11

3. Temperature setting

Temperature can also be set by pressing "▲"(Increase), "▼"(Decrease) keys once, the last 2 digits of display shows change in value. Wait for few seconds without pressing any keys, the value flashing in the display will be changed as set temperature and stored in memory. It will return to its normal mode and the heating of the water is based on the new set

temperature. While setting, the temperature indicators glow as shown in Fig. 12.

Note:

- Default set temperature (factory setting) is 70°C.

4. Energy meter

The “ENERGY METER” key is used to display the energy consumed by water heater for 5 seconds in kWh. The new value will be added to the consumed value and displays the total consumed value. The energy meter value displayed is cumulative. The display indicators glow as shown in Fig. 13.

Note:

- Energy Meter values are indicative only.
- Refer 6. **Reset function** to reset the Energy Meter.

5. Modes

There are two types of modes depending on the actual water temperature inside the inner tank of the water heater:

a. Heating mode

When the actual temperature of the water is less than the set temperature, it enters into Heating mode. The indicator glows as shown in Fig. 14.

b. Standby mode

After the water heater reaches set temperature, it will enter into the Standby mode due the cut-off power and the indicators will glow as shown in Fig. 15.

When the temperature of the water drops by 5°C from the set temperature due to usage of water, it again cycles the modes.

6. Reset function

By pressing “ENERGY METER” and “▼” keys continuously for 5 seconds, the changed set temperature and the energy meter value will be restored to factory settings (set temperature value is made 70°C and energy meter value resets to 0 kWh) and water heater goes into initial power state. While resetting in the display, all screen indicators will glow up for a while and goes off as shown in Fig. 10.

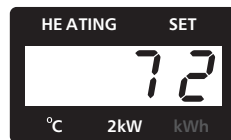


Fig. 12

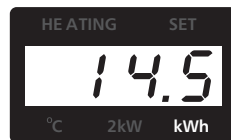


Fig. 13

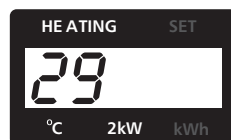


Fig. 14

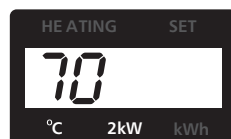


Fig. 15

A. O. Smith ColourMatch System®



Attention: The product of your choice comes with either white or ivory as a front panel of the same colour. You have the option of changing this panel to match your bathroom décor.

A. O. Smith ColourMatch System® allows you to match your water heater to the colour of your bathroom.

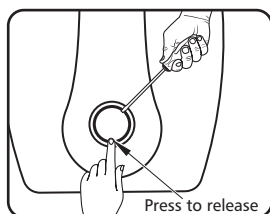
Please visit www.aosmithindia.com and choose your Decorative Front Panel colour options. Call A. O. Smith Customer Care Centre [1.800.103.2468] to order the Decorative Front Panel.

Changing the Decorative Front Panel

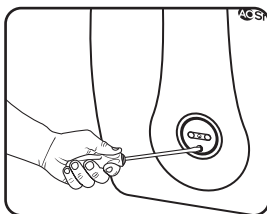
Please follow the instructions as shown in Fig. 16

Fig. 16 Removing front panel

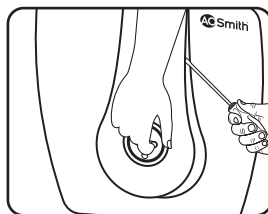
Press and remove the cap



Unscrew



Remove the Decorative Front Panel to change



Warning:

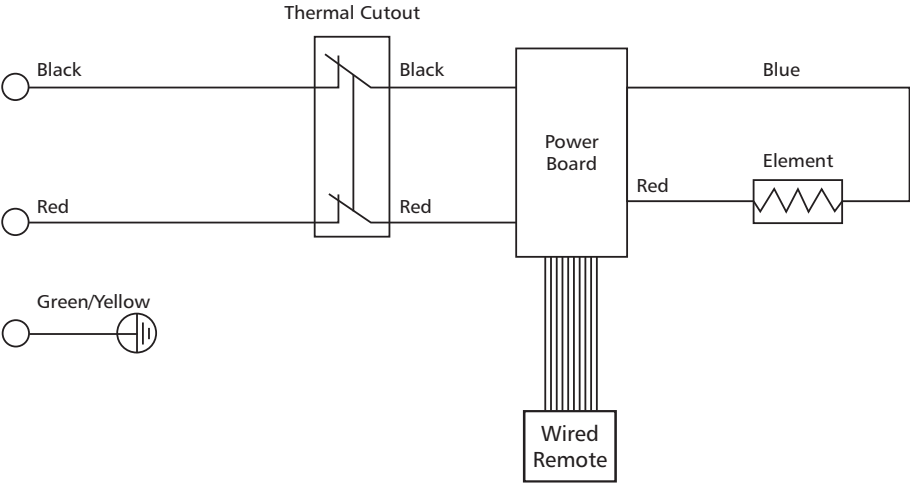
- Please ensure to switch off the power supply while changing the Decorative Front Panel and pull out the power plug from the socket.
- An insulation layer is provided below the front panel which should not be replaced.
- While changing the front panel ensure that, none of the internal components are damaged or removed.

Troubleshooting

Problem	Possible Cause(s)	Solution
<ul style="list-style-type: none"> No display on wired remote 	Heater is not plugged in	Plug in the heater
	Thermal cutout trips	Call Customer Care Centre
<ul style="list-style-type: none"> No hot water 	No power supply in power socket on the wall	Check the power socket
	Control circuit or internal wiring error	Call Customer Care Centre
<ul style="list-style-type: none"> Water temperature is too high 	Electronics circuit damaged	Call Customer Care Centre
<ul style="list-style-type: none"> Display, no hot water 	Heating element(s) breakdown or internal wiring error	Call Customer Care Centre
<ul style="list-style-type: none"> Piping connection leaks 	Connection not sealed	Re-connect piping, using tape thread sealant. Refer plumbing instructions on page 3
<ul style="list-style-type: none"> Water leakage from product 	Leakage in tank or other parts	Shut off power immediately and Call Customer Care Centre
<ul style="list-style-type: none"> Wired remote display error code "E0" 	Leakage of electricity	Call Customer Care Centre
<ul style="list-style-type: none"> Wired remote display error code "E1" 	Temperature sensor circuit short or open	Call Customer Care Centre
<ul style="list-style-type: none"> Wired remote display error code "E3" 	Extra high temperature	Call Customer Care Centre
<ul style="list-style-type: none"> Wired remote display error code "E4" 	Malfunction of leakage circuit	Call Customer Care Centre
<ul style="list-style-type: none"> Wired remote display error code "E5" 	Low voltage protection (>100 V & <275 V)	Use after voltage returns to normal

Note: Call Customer Care Centre on 1.800.103.2468

Circuit Diagram



Warranty

Product warranty

Your A. O. Smith water heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

1. The customer will notify the Company promptly about defects noticed and give the Company or its authorised service provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office/Service Centre along with the original invoice.
2. Special warranty from the date of purchase is subject to the following conditions:

• Tank	- 7 Years
• Glass Coated Heating Element	- 2 + 2 Years*
• Rest of the parts	- 2 Years
3. Inspection and Test Report of the Company's Office/Service Centre will be treated as final and binding under the warranty for determining the defects, repairs/alterations required or carried out, or certifying working of the goods thereafter.
4. The Company or its authorised service provider will be entitled to retain any defective part replaced under the warranty.
5. The Company's liability under the warranty will be limited only to defects which occur under conditions of proper installation, normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to product or the parts by others.
6. Components subject to wear, such as anode, are not covered under this warranty.
7. The customer will have no claim under this warranty in respect of any personal injury, damage or property or consequential damages, or for utilisation of the goods not in accordance with the user guide.



* Register your product with the A. O. Smith Customer Care Centre [1.800.103.2468] within two months of purchase. You will get an extended warranty on the element [from 2 years to 4 years]. You can also get an additional changeable Decorative Front Panel in a colour of your choice, without cost.

General Terms of Warranty

1. The “goods” shall mean the goods described in the purchase agreement.
2. “The customer” shall mean the original purchaser under the purchase agreement.
3. “The Company” shall mean A. O. Smith India Water Heating Pvt. Ltd.
4. The “Purchase Agreement” shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
5. “Invoice” shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
6. “User Guide” shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

Note: For registration of the Extended Warranty, please call our dedicated Toll Free Call Centre No. **1.800.103.2468** OR fill up the details in the Warranty Card and mail the same to A. O. Smith India Water Heating Pvt. Ltd., factory address.

Post Warranty

1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, he has the option of calling our Service Centre and having his A. O. Smith Water Heater unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Service Centres.
3. The Company will provide free servicing of the goods brought to its Service Centre by the customer, provided that all expenses of transporting the goods to and from the Service Centre shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

Jurisdiction

The courts of competent jurisdiction at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.

Warranty Card

Warranty Card (Customer Copy)

(To be retained by the Customer) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Warranty Card

Warranty Card (Company Copy)

(To be sent back to the Company) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Service and Maintenance

For Service needs:

Please contact our A. O. Smith Toll Free Customer Care Centre Helpline at **1.800.103.2468**

Registered Office

A. O. Smith India Water Heating Private Limited

Plot No. 300, Phase - 2, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District - 562 112, Karnataka, India.

■ Toll Free No.: **1.800.103.2468** ■ Website: www.aosmithindia.com

Regional Office

Delhi:

602, Laxmi Deep Building, Plot 9, Laxmi Nagar District Centre, Vikas Marg,
New Delhi – 110 092

Pune:

401 & 402, Citi Mall, Ganeshkhind Road, Near Pune University,
Pune – 411 007



Manufactured by A. O. Smith India Water Heating Private Limited

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Toll Free: 1.800.103.2468 ■ Website: www.aosmithindia.com